



What's New at FAX – March 2021

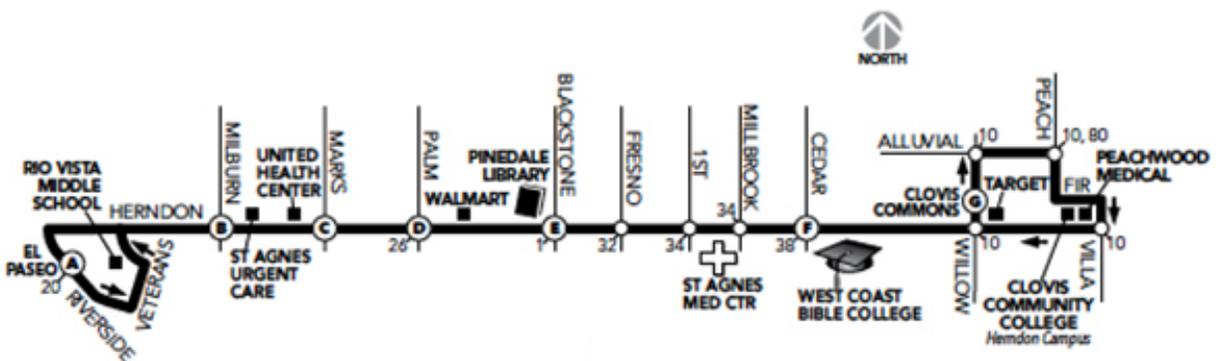
March 18, 2021

New Route Changes went into effect Monday, March 1, 2021

On March 1, 2021, FAX implemented [three route changes](#). We introduced one new route – Route 3 along Herndon Avenue – and re-routed two routes, Routes 20 and 45.

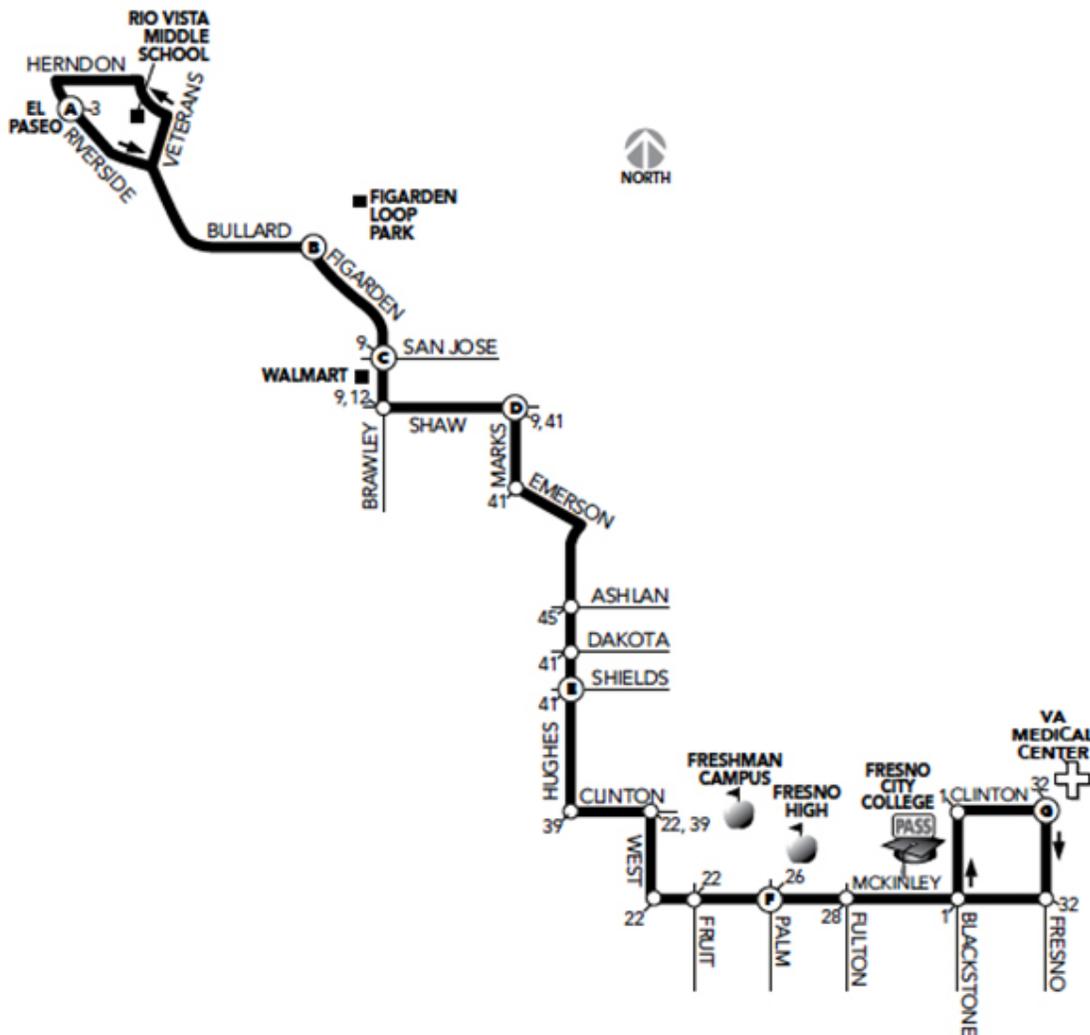
Route 3 – Herndon

The new Route 3 provides service from the El Paseo Shopping Center at Herndon and Riverside to the Clovis Community College Herndon Campus at Herndon and Villa. Route 3 services medical centers, commercial areas, and housing developments along Herndon. This new route provides service every 45-minutes on weekdays and weekends.



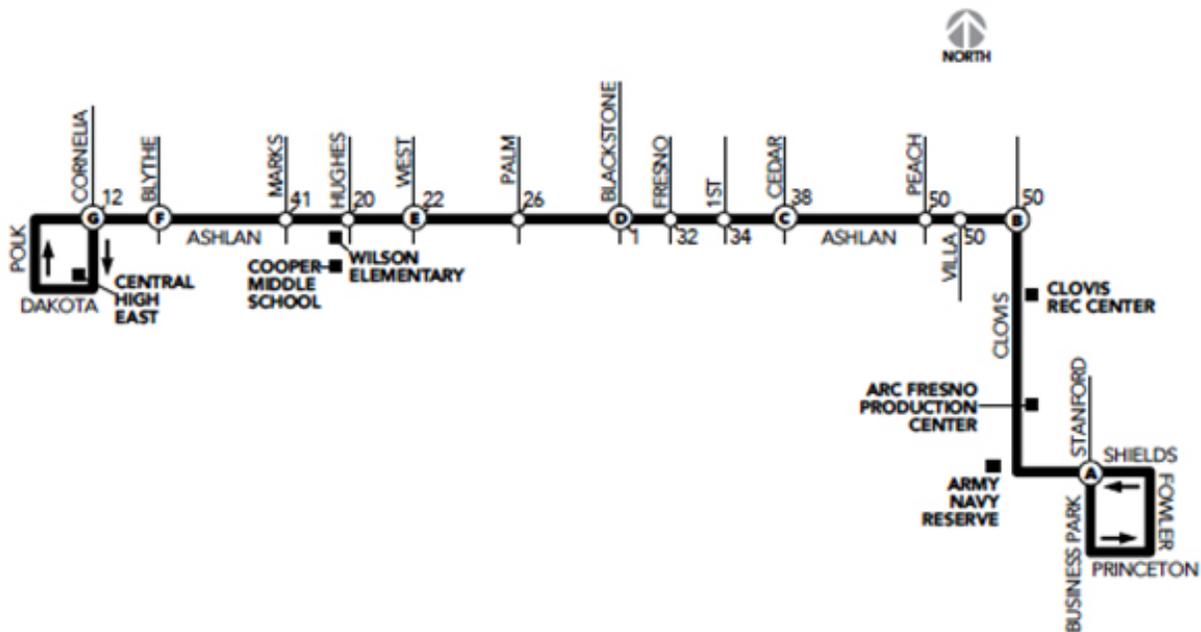
Route 20 – Hughes/McKinley

Route 20 travels further north to the El Paseo Shopping Center, connecting to the new Route 3, providing additional connections between northwest Fresno and the rest of the City. Southbound service along Blackstone, south of McKinley, has been eliminated. Instead, at McKinley and Blackstone, the route turns north on Blackstone, connecting to Fresno City College and the BRT, then east on Clinton, connecting to the VA Medical Center, then south on Fresno Street, returning to McKinley and heading back toward El Paseo. Route 20 no longer connects to the L Shelter at Courthouse Park. Route 20 operates every 45 minutes on weekdays and weekends.



Route 45 – Ashlan

Route 45 operates across Ashlan Avenue. West of Blackstone, Route 45 operates on Ashlan to Cornelia with a turnaround at Central High School East. Route 45 no longer services Herndon, Palm, Fruit, Blackstone, and Manchester Transit Center. Like Routes 3 and 20, Route 45 operates every 45 minutes, weekdays and weekends.



Fares Temporarily Suspended for FAX and Handy Ride

Monday, March 1, 2021 was a big day for FAX transit riders. Not only was a new route added and two existing routes updated, fares were also temporarily suspended for FAX and Handy Ride passengers. As a result of the economic impacts from the COVID-19 pandemic, FAX and Handy Ride passengers can now ride at no cost on a temporary basis.

Social distancing and mask-wearing requirements remain in place, with all passengers and bus drivers required to wear masks. Seating is limited to 10 passengers per fixed route bus and 3 passengers per Handy Ride vehicle.

All passengers must disembark from the bus at the end of the line. As a reminder, the COVID-19 rules at FAX are listed further below.

FAX Celebrates International Transit Driver Appreciation Day

As our city shut down due to the COVID-19 pandemic, FAX transit and Handy Ride paratransit bus drivers continued to provide essential trips for passengers needing to connect to work, education, medical centers, retail and food.

On Thursday, March 18, 2021, we are celebrating International Transit Driver Appreciation Day. On this day we honor our public servants who faithfully serve thousands of our city's residents and essential workers that keep the city running.

Please join us in thanking our drivers, as we know they would be most appreciative. If you would like to show your appreciation, you can fill out a [Driver's Compliment Form](#) or give them praise on social media.



Transit drivers serving others

FAX and Handy Ride drivers work hard to get transit passengers to their destinations safely and on time. To keep Fresnoans going:

1. **Our drivers support elderly and disabled riders helping them navigate the City.** They lower and raise the wheelchair ramp for passengers that use mobility devices and help secure wheelchairs in place, when needed.
2. **Our drivers operate under tight schedules.** They not only operate their vehicles with timeliness and safety in mind, but they also inspect their vehicles for cleanliness and mechanical readiness every day.
3. **Our drivers start their days early and end their days late, including on weekends and holidays.** When others are at home on weekends

or celebrating a holiday with family and friends, our drivers continue to transport their passengers to work, education, medical, retail and food.

THANK YOU FOR ALL YOU DO, FAX AND HANDY RIDE DRIVERS!!!

For more input, please visit us [here](#).

SUPPORT OF FAX MILITARY SERVICE MEMBERS

The FAX family is all about serving our community and for many of our employees, that includes serving our country as a member of our military. Recently, one of our drivers was deployed to the Middle East where they are serving a year-long assignment. The FAX team is committed to providing support for our driver and their family throughout the time they are away from home. Through the team's generous contributions, a care package was delivered to our driver and support was provided to their family.



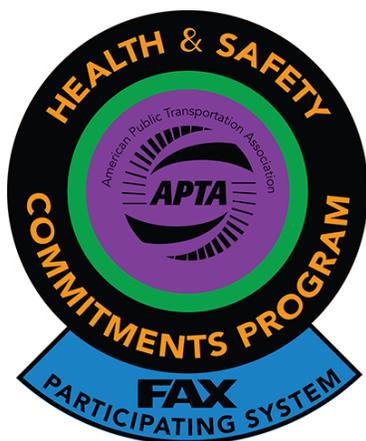
When asked about her driver being deployed to the Middle East, FAX Transit Operations Manager Crystle Stidham said, “I think that it’s important that the community is aware of the generosity and commitment of FAX drivers to not only the City of Fresno but also their passengers and their own. We are lucky to have them.”

Thank you to all of our employees and to all those that serve our great country.

A Reminder About COVID-19 Rules at FAX

In January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. This order is effective on all FAX vehicles.

As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.



Passengers are required to wear facial coverings at all times and are asked to maintain a distance of 6 feet from other people. FAX and Handy Ride continue to operate on a regular schedule; however, we are limiting each fixed route bus to a maximum of ten passengers and Handy Ride vehicles to three passengers at a time. For fixed-route service, FAX requests passenger self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

Passengers are required to wear facial coverings at all times and are asked to maintain a distance of 6 feet from other people. FAX and Handy Ride continue to operate on a regular schedule; however, we are limiting each fixed route bus to a maximum of ten passengers and Handy Ride vehicles to three passengers at a time. For fixed-route service, FAX requests passenger self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

Do not board the bus if you:

- Have a fever (100.4F), feel warm, or feel chills
- Have a persistent cough, sore throat, or runny nose
- Have had contact or spent time with a suspected or known COVID-19-infected individual.

If you meet any of these conditions, go home immediately and self-isolate.

We are using Facebook (facebook.com/FresnoFAX/) and Twitter (twitter.com/FresnoFAX) at "@FresnoFAX" to communicate the latest information related to COVID-19. For additional detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX website at www.fresno.gov/FAX.